

ESET Tech Center

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Troubleshooting connections to ESA Radius server

Ondersteuning | ESET Nederland - 2021-11-18 - Comments (0) - ESET Secure Authentication

<https://support.eset.com/kb5705>

First you should test the connection using [NTRadPing](#) as instructed in the [Verifying ESA Radius Functionality](#) document.

If the connection is failing you should look up the Radius.log file found at "C:\ProgramData\ESET Secure Authentication". In that log file search for "*Radius.log Auth request received from*" or "*RadAuth req. from*" and check what IP address is trying to connect to the server. There should be a log including that particular IP address. Make sure the found IP address is configured as a RADIUS client in the settings of your installation of ESET Secure Authentication:

ESET Secure Authentication Settings > ESET Secure Authentication (in the left tree) > *<domain>* > **RADIUS Servers > <server>**

Make sure the configured RADIUS client has the shared secret set correctly there.

Tags

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